



**DSV**

Healthcare Solutions

# DSV HEALTHCARE SOLUTIONS

## KEY FIGURES

- +500 healthcare customers in 35 countries
- €650 million annual healthcare revenue representing 12% of total DSV revenue
- 9 certified European distribution centres for healthcare products
- 1,600 condition-controlled vehicles



## Dear Supply Chain professional,

Your supply chain, logistics and distribution are highly regulated. A reliable supply chain, along with its related costs, has increasingly impacted on margin over the last few years. Against this backdrop, supply chain professionals are becoming ever-more important in the healthcare industry. DSV has been a major player in the healthcare industry for more than 20 years. We understand the healthcare challenges you face every day. By having full control and real-time visibility over your operations and supply chain, you mitigate associated risks such as product availability and counterfeit products, thus guaranteeing the quality of your products and services.

To support you in this respect, we have nine flagship healthcare sites operating at strategic locations throughout Europe (Belgium, Denmark, Spain, Bulgaria, Ireland, Poland, France, Sweden, Finland and The Netherlands) that each provide GMP,GDP, ISO 9001, ISO 13485 and ISO 14001 services. In addition to these strategic locations, we also have healthcare operations up and running in several other EU countries. As well as employing fully trained, dedicated and focused staff with healthcare expertise, our healthcare sites offer sector-oriented IT systems and competitive pricing that is optimised for our customers' requirements. We can also modify existing locations to meet the needs of a full array of healthcare related products, ranging from finished goods to bulk and from medical devices right through to clinical-trial materials.

DSV's validated state-of-the-art IT systems provide our customers with real-time online access and complete track and traceability based on your individual needs, and can be fully integrated with your systems. This brochure highlights our capabilities in the various healthcare segments. I thank you for your interest and look forward to discussing your company's specific supply chain challenges in the near future.

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We are ready for you. Welcome to DSV!

Best regards,



Nouzha Ouaamar  
Business Development Director Healthcare  
Global Business Development  
nouzha.ouaamar@dsv.com

# DO YOU RECOGNISE ANY OF THESE CHALLENGES?

- ✓ **Increasing demands for value-added services in deliveries to hospitals and pharmacies**
- ✓ **Scrutiny on logistics costs and working capital**
- ✓ **Differentiation in the supply chain due to increased direct-to-patient services**
- ✓ **Immature logistics infrastructure in emerging markets**
- ✓ **Increasing regulatory pressure**

# DSV

GROWING INTEREST IN GOING  
DIRECT TO THE PHARMACY OR  
THE PATIENT



## Biopharma

Worth \$800 billion annually, the biopharma market is growing fast and, as a result, its supply chain is changing rapidly. Product transparency and direct delivery models are driving biopharmaceutical companies away from the traditional wholesale and distributor models. Due to the current reimbursement systems, ongoing budget pressures and the macroeconomic environment, margins are expected to be moderate in the coming years. This will even further put the focus on eliminating costs and inefficiencies from the value chain.

DSV has long-standing experience in the medicines market, including biotech and pharmaceutical products, raw ingredients, APIs, clinical as well as finished products, OTCs and mass-market products. DSV provides a broad range of GMP and GDP warehouse and distribution services comprising FEFO picking, clinical trial management, repacking and display configuration, all controlled by our in-house pharmacists. Our delivery services include next-day delivery, direct-to-hospital department deliveries, 24/7 standby service and recall management. All of these can also be offered in condition-controlled environments. DSV's quality and regulatory expertise group assures that quality and regulatory standards are continually being integrated into our logistics solutions and operational management.

*"By selecting DSV as our EU logistics partner, Iroko has been successful in establishing an efficient and secure supply chain operation for a range of our products, from raw materials to finished pharmaceutical products. The continuous focus on quality and a single point of contact at DSV facilitates and supports efficiency in our partnership."*

**ANUP SAMPAT**  
SR. MANAGER LOGISTICS & DISTRIBUTION  
IROKO PHARMACEUTICALS, LLC



## Medical Devices and Diagnostics

The \$400 billion market for medical devices and diagnostics comprises a wide variety of products, from oxygen masks to stents and from handheld diagnostic devices to MRI scanners. Against the backdrop of a trend towards outsourced manufacturing, managing the sourcing complexity is becoming ever-more important for healthcare supply chain professionals. Furthermore, increasingly demanding hospitals and pharmacies require innovative services such as in-hospital replenishments, consignment management and white-glove deliveries. Logistics have not always been high on the agenda of medical device companies. The traditional distribution models as well as a lack of focus on the supply chain have resulted in a massive potential for improvement. Lately, however, med-tech companies are starting to realise that gaining control of the information flow in the supply chain will enable them to unlock that potential and nurture growth by providing an array of innovative services to their end customers.

With more than 20 years' experience, DSV has proven itself to be highly experienced at servicing the market for medical devices and diagnostics. The industry is currently merging warehousing and distribution operations in order to develop more integrated supply chains that combine repairs, returns and in-hospital services such as training and consignment management. Our broad base of medical device customers comprises all classes of devices (I, IIa, IIb, III). Orthopaedic loaner kit management, consignment stock management, preparation of procedure-based trolleys, sterile picking, clean rooms, ISO 13485 technical repair and rework centres, 24/7 standby service and spare parts management are just some of the activities DSV performs for its healthcare customers on a daily basis.



*"The cooperation between DSV and American Medical Systems goes back a long way. As a result of our constructive collaboration, we are able to continuously build on improving our logistics supply chain."*

**DIRK JAN EINDHOVEN**  
LOGISTICS ANALYST EMEA  
AMERICAN MEDICAL SYSTEMS

STERILISATION AND IN-HOSPITAL SERVICES ARE BECOMING STRATEGIC DIFFERENTIATORS



VALUE-ADDED SERVICES DURING DELIVERY ARE A KEY FACTOR FOR SUCCESS



## Medical Products and Personal Care

Personal care, consumables and supplies are fast-growing, high-volume markets. Typical products include hospital consumables, high-end cosmetics, nutritional or clinical foods, latex gloves and other disposables. A lean supply chain with a flexible distribution model to pharmacies, hospitals and care homes is crucial to meet the increased demand from customers for value-added services during delivery. Direct delivery models and in-hospital services have recently become key success factors in this competitive market.

DSV serves a number of industry leaders, for whom we operate dedicated and multi-user warehouse operations. We manage regional distribution centres with European 'control towers' – some of them managing over 1,000 shipments a day. Our services include packaging and repackaging, labelling and kitting (before shipping the goods for final delivery to the hospital ward where products are replenished by DSV), managing waste, returns and stock levels, restacking based on expiration date, and swapping products. We are organised around, and experienced in, delivering your products to countless different types of destinations: from pharmacies to retail outlets, as well as direct to patients.



*“Nutricia Advanced Medical Nutrition chose DSV as partner because of its operational knowledge and segmented approach to healthcare logistics. DSV allows us to efficiently handle and deliver service requests 24 hours a day and to offer compliance with the strict quality controls that are essential to our medical nutrition.”*

**RAIMOND VISSER**  
GLOBAL SUPPLY CHAIN INFRASTRUCTURE MANAGER  
NUTRICIA ADVANCED MEDICAL NUTRITION



## HOSPITALS ARE SEARCHING FOR GREATER EFFICIENCIES BY OPTIMISING LOGISTICS AND PURCHASING



## Hospital and Care Homes

Throughout Europe, national healthcare budgets are under pressure. This is a key trigger for hospitals and care centres to focus on core business, and to consider outsourcing their secondary processes such as logistics and operational procurement which, where hospitals and care centres are concerned, are irrevocably linked. Another trend that will alter the face of the healthcare industry over the coming years is the shift from hospitals to care homes and patients increasingly being treated at home with the support of e-health solutions.

DSV fulfils a key role in advising the various parties involved – hospitals, care homes, health insurers and suppliers – whether in traditional, VMI or advanced collaboration models. Our services cover a broad range of product groups in hospitals and care homes, from food items to oncology products, from sterile management to linen and from stethoscopes to disposables. We have the skills and know-how to provide inventory management, warehousing, external and internal distribution, replenishment at ward level and more. DSV's strategy is to further optimise the value chain, from the supplier right up to the end patient's point of care. In addition to helping hospitals, we also support care homes and nursing homes by streamlining their logistics and procurement processes as far as ward level. We enhance and improve service levels and traceability while reducing stock, in pursuit of our ultimate objectives: lowering your costs, boosting quality and safeguarding patient safety.

*"By outsourcing our internal logistics to DSV, we now have more flexibility and fewer errors. This cooperation allows us to easily upscale and downscale our operations, and facilitates control over the entire supply chain."*

**AXEL OLISLAGERS**  
PROJECT MANAGER FACILITIES  
ACADEMIC HOSPITAL MAASTRICHT



MODAL SHIFT AND HOME HEALTH INNOVATE  
HEALTHCARE TRANSPORT AND DISTRIBUTION





## Healthcare Transport and Distribution

Safe transportation of pharmaceutical and clinical trial products can be a headache for many businesses. However, DSV has just the cure! The market for transporting and distributing healthcare products is being driven by reliability, efficiency, security and cost control. Value-added services during 'last-mile' distribution in particular can tip the scales for many healthcare product suppliers. Our healthcare customers increasingly need to distribute their products to diverse locations, including delivery to patients' homes. It is expected that industry players will harness the services of the logistics service provider (LSP) with the most efficient last-mile distribution network to ensure economical yet flexible deliveries. Another growing trend in the industry is the shift from airfreight to sea freight in order to cut carbon emissions and costs. Improved planning allows companies to step out of their comfort zone and shift to other modalities. Creating additional flexibility in modalities results in a leaner and more resilient supply chain. Company performance will go up, and risks and costs will go down.

DSV can provide you with realistic alternatives for transporting your products anywhere in the world. We offer solutions for switching product shipments from air to sea or even road transportation, and advise on phased implementation. We can support your supply chain by acting as 3PL, 3½PL or 4PL as required. Each specific role offers different models for distribution and supply chain collaboration. Our healthcare field services incorporate 1,600 condition-controlled trailers that can provide a wide range of in-hospital services or last-mile distribution to hospitals, care homes or patients' homes, including consignment management, ward-replenishment services, inventory management, issue resolution, swaps, returns and repairs. Our professionals are experienced and trained to the highest level, ensuring the delivery of your consignment under highly controlled conditions. As a global leader and innovator in airfreight, logistics, sea freight, road transportation and distribution, DSV sets the standard in best practices for healthcare distribution.



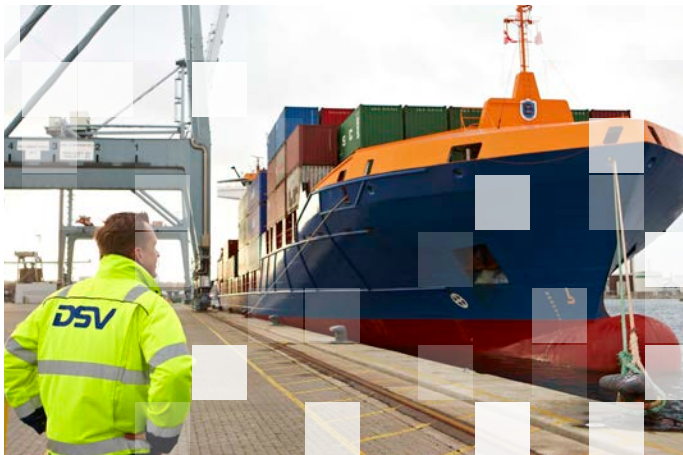
*“Molnlycke Health Care has a history of longterm relationships; in order to be a partner, you need to be competitive. But being competitive is only the first step to doing business with us. What we find even more important is proactivity, transparency, flexibility and cultural fit. DSV is fulfilling these criteria every day, and has taken the partnership even further by becoming an integrated part of our SCM strategy.”*

**LARS SYBERG**  
GLOBAL LOGISTICS DIRECTOR  
MOLNLYCKE HEALTH CARE

# DSV: Global strength, local flexibility

## DSV Air & Sea

DSV Air & Sea is a global transport and logistics provider determined to be your preferred service partner for international trade. DSV Air & Sea offers alternative routings and flexible schedules to suit even the most demanding logistical requirements to and from all parts of the world. With approx. 6,000 employees in more than 75 countries, handling more than 780,000 TEUs of seafreight and 260,000 tons of airfreight a year, DSV Air & Sea has the market share and buying power to offer diverse freight forwarding solutions. Local management and autonomy combined with a set of shared cultural values and business tools enable DSV Air & Sea to act with the flexibility of a small business and the strength of a global player. DSV Air & Sea adapts to the ever-changing market conditions of international trade and transport – and creates transport and logistics solutions tailored to your business needs. DSV Air & Sea manages the entire logistics process from pick-up, consolidation and shipment up to distribution to the final destination.



## DSV Solutions

DSV Solutions partners up with its customers to design and operate logistics solutions. We add value by increasing operational and cost efficiency. We deliver dedicated and multi-user solutions to suit your needs as well as those of your customers. DSV Solutions employs over 6,000 people and operates more than 135 warehouses comprising a total of 2,500,000 m<sup>2</sup>. We offer a full range of supply chain services, such as inbound logistics, warehouse/inventory management, order fulfilment, value-added services, customs activities, fiscal representation and distribution management.

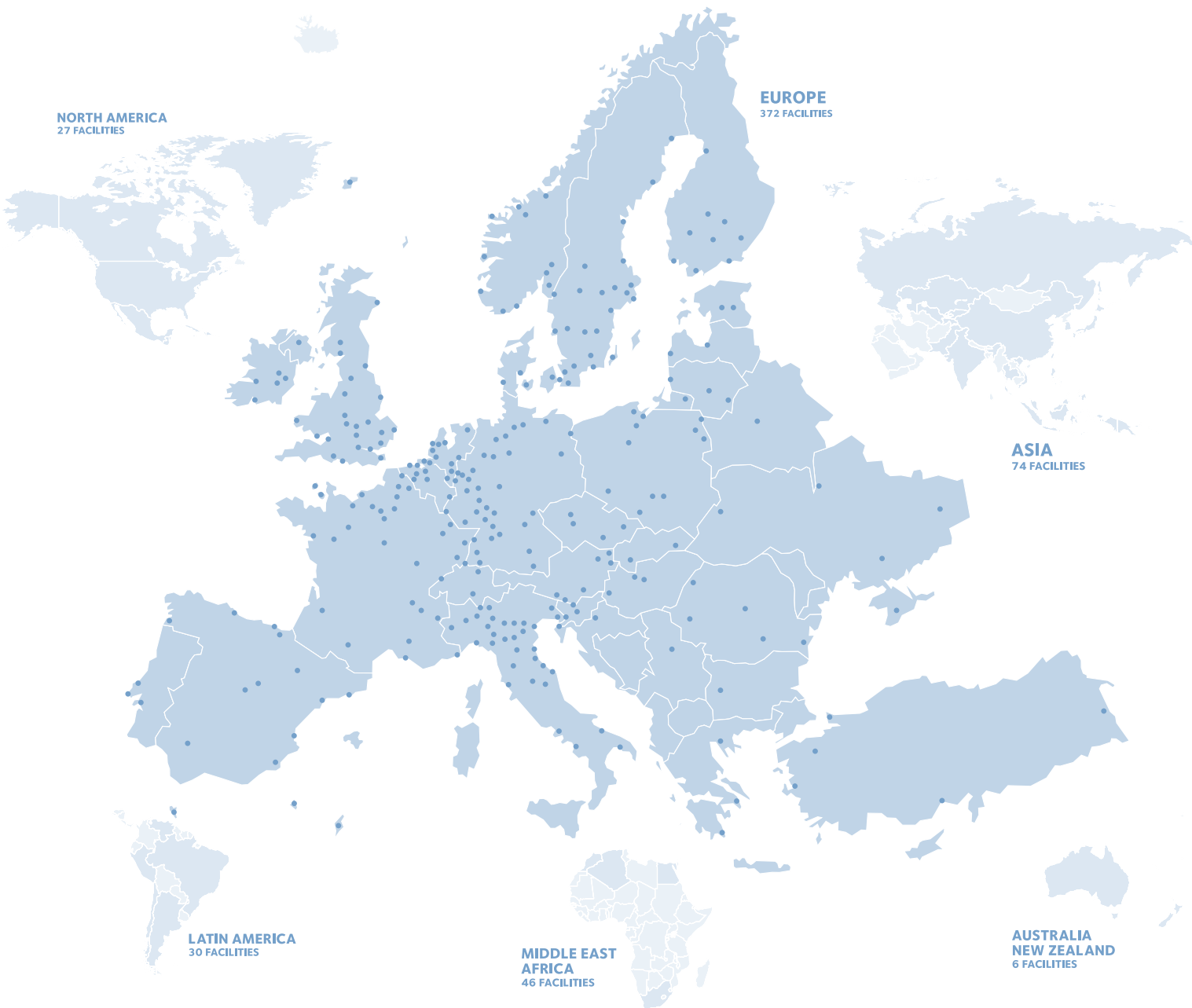
The foundation of DSV Solutions is the know-how and expertise of our staff. You will find it easy and enjoyable to work with us. Regardless of the size of your company, we have an experienced and accessible customer service organisation in place to serve your business.



## DSV Road

DSV Road is specialised in designing tailor-made solutions transporting goods to any part of Europe. Customers, whether they be small or have outsourced their whole logistics management to DSV Road benefit from our expertise in cargo transport. DSV Road is among the top three transport companies in Europe with approx. 10,000 employees operating from local offices in 34 countries. We have more than 17,000 trucks on the roads every day and a large network of subcontractors to whom our activities are outsourced. We move all kinds of freight all over Europe in a quick, efficient, flexible and environmentally friendly manner – providing good connections to the rest of the world. We specialise in designing solutions to fit the individual customer's needs – delivering to any part of Europe. We serve all kinds of customers from small enterprises needing occasional cargo transport to large international customers that have outsourced their logistics management to DSV Road.





**75 countries**

**560 locations**

**22,000 employees**

**135 warehouses**

**17,000 trailers on the road**

**260,000 Tons Airfreight**

**770,000 TEU**

**DSV**

**DSV** Healthcare Solutions  
healthcare@dsv.com  
[www.dsv.com/logistics-solutions](http://www.dsv.com/logistics-solutions)

